



Docket: 1355731 - 24607
Item Nbr: 21
Page Nbr: 2

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- ☒ YES ☐ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☒ Worse

If yes, please explain:

*I pay for money orders with a Debit card
it would be a big inconvenience for me if I had to have a rt.
bot.*

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

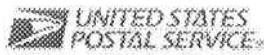
Name: *Shontona R. Hylton*

Address: *151 Jane Lane Breaks, Va*

Telephone: *276-531-8852*

Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



04/29/2011

SHONTONA R. HYLTON

151 JANE LANE
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day. Unfortunately, carriers do not have the capability of processing a debit card.

If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☒ YES ☐ NO

If yes, please explain: postmaster or patrons will assist neighbors who need it

- d. Using public bulletin board sale items, area programs etc. ☒ YES ☐ NO
- e. Other Used to announce community center announcements ☒ YES ☐ NO

If yes, please explain: center announcements

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

^{Sometimes}
☒ YES ☐ NO

If yes, please explain: if leave the community but many don't and my wife is retiring this year and I am already retired.

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☒ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☒ Shopping Bristol - monthly
- ☐ Personal needs
- ☒ Banking Brandy, VA
- ☐ Employment retired, wife returning this year
- ☒ Social needs Breaks Park to walk

5. Do you currently use local businesses in the community?

☒ Yes ☐ No not much available

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Charles & Katie Wyson

Address: P.O. Box 116 Brerks, VA 24607

Telephone: 276-531-8260

Date: 3/25/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Attachment

March 24, 2011

**Mr. Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV. 25350-9992**

Dear Mr. Griffith:

As residents of the Breaks, Virginia community who is served by the Breaks post office we were very upset to receive the letter stating that our post office is being considered for closure. Our small community would truly feel a tremendous void if this should happen.

The post office is our location for meeting and conversing with neighbors. It is also our focal location for announcements for community events and happenings.

The Maxie post office which was mentioned as the area for route transfer is over a mountain and is difficult to get to in bad winter months and so is it to any other post office in the surrounding area. We are a very isolated community. We do have the Breaks Interstate Park which is growing every year and we feel that it's campers, motel patrons as well as park personnel would greatly benefit from having the post office remain close by.

Many of our residents are senior citizens who will find it very difficult to learn any new way of getting stamps, money orders, package mailings, etc. They are helped to do these transactions on a routine basis by our postmaster. We believe many would feel very confused and defeated if this were to change.

Some of our residents come and go quite a bit to other second home locations, camping or working in other locations for several days at a time. We feel very insecure that our mail may sit in a box by the side of the road for perhaps days at a time. Having to travel to a post office box eight miles away any time to check our mail also creates a hardship for many and seems to be very unreasonable.

We do understand that financially times are very difficult and many budget cuts must be made, but we also know that our post office serves as our community's life line for now and in the future.

Thank you for allowing this input to be made before a decision is finalized. We also look forward to meeting with postal representatives at the Breaks Community Center on 04/06/2011. Some changes are not always for the best. Again, thank you.

Sincerely yours,

Charles Wysor

Katie Wysor

Charles and Katie Wysor

P. O. Box 116

Breaks, VA 24607

Attachment



04/29/2011

CHARLES AND KATIE WYSOR
PO BOX 116
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern over a gathering place and an information center. Meetings may be held at the Breaks Community Center. The community center can also provide a site for residents to gather, socialize, and share information.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to . Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You were concerned about having your mail held while you are on vacation. Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.
- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

- | | Daily | Weekly | Monthly | Never |
|--|--------------------------|-------------------------------------|-------------------------------------|---|
| a. Buying Stamps | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> <i>in quantity Roll of 100</i> |
| b. Mailing Letters | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing Parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> <i>not often</i> |
| d. Pick up Post Office box mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> <i>3-4x week</i> |
| e. Pick up general delivery mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> <i>seldom</i> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> <i>seldom</i> |
| i. Buying stamp-collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> <i>seldom</i> |

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| a. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, ect. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain: _____

- | | | |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping Grundy, Vansant

☐ Personal needs Grundy

☐ Banking Grundy

☐ Employment Grundy

☐ Social needs Breaks

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Nancy Blevins

Address: PO Box 277 Breaks Va 24607

Telephone: 276-531-8930

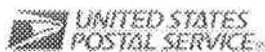
Date: 3/25/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

March 25, 2011

Theft of our mail from a rural box would be a great concern. If I did not have a box that could be locked I wouldn't want it. Obtaining a post office box in a neighboring community would require a 12 - 18 mile round trip out of our way to get our mail. I would never leave money or a package at a rural box for a carrier to pick up and I would never want a package left at my box. All of our medication is mail ordered now and would be a great invitation for theft. Credit card applications are constantly mailed to us without request and unauthorized use of the applications could be risk for identity theft. I wouldn't want any banking information, credit cards etc in a rural box. It's a thief paradise,

Nancy Bruins



04/29/2011

NANCY BLEVINS
PO BOX 277
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- You also expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Breaks Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Grocery Shopping

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

G-rundy

☒ Personal needs

"

☒ Banking

"

☐ Employment

Retired

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Jackie Hylton

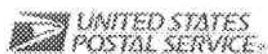
Address: P.O. Box 95

Telephone: (276) 531-8035

Date: 4-5-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

The post office is the place where we learn about Deaths & Births in the community



04/29/2011

JACKIE HYLTON
PO BOX 95
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern over a gathering place and an information center. Meetings may be held at the Breaks Community Center. The community center can also provide a site for residents to gather, socialize, and share information.

If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

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PO Box 59992
Charleston, WV, 25350-9992



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c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☐ NO

If yes, please explain:

Find out the community news - who died, married, etc.

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Maxie, sometimes - once a week, actually, but I never use it.
But my husband works as Postmaster at Big Rock UA Post office,
so that explains why we never buy stamps, mail packages,
etc at Breaks - he does it all at his job - all my packages
go w/ him to work, but if he didn't work there, all our
business would have to be done at the Breaks.

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☒ Shopping Grundy, Pikeville
- ☒ Personal needs Pikeville, Vassant, Doctor, Weight Management, Pikeville
- ☒ Banking Grundy, Pikeville
- ☒ Employment My husband works at Big Rock Post Office everyday
- ☒ Social needs Everywhere, mostly Grundy for spiritual services & ministry work

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Kim & James Mullins

Address: PO Box 121 Breaks VA 24607

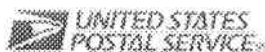
Telephone: 276-531-8521

Date: 3/27/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

My son loves to go to the Post office in Breaks when he gets a chance and see Judy - she always gives him candy. He likes getting the mail. But Daddy mostly gets it on the way home from work. It's just nice to have it here. A lot of older ones enjoy it - the social part - and the connecting with everybody, every day. I think it will house bound a lot more people that use it as a chance to get out and connect - and they get a lot of other peoples mail too - either way they'll have to get it for them - they can't walk so

A mail box for sure.



04/29/2011

KIM AND JAMES MULLINS

PO BOX 121
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

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- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

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Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Many post offices

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

I live about 1/2 mile off the main road and my husband and I work during the day and my mail would be left sitting in a box by the road all day.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Pikeville, Grundy, Bristol - not very often



Personal needs

Doota - Bristol, Pikeville



Banking

never go to the bank - direct deposits everything



Employment

Stillhouse Creek, Grundy



Social needs

Pikeville

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

Alan and Joyce Anderson

Address:

PO Box 135 Breaks Va 24601

Telephone:

276-531-7084

Date:

3-28-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Teresa Price,

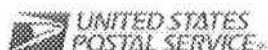
I think that closing the Breaks Post Office would have a great impact on our community. Even though we are a small community we have a lot of tourism in our area. The Breaks Interstate Park is located in our area and from April-December we have a lot of visitors. Our park is called The Grand Canyon of the South which offers camping, motels, cabins, fishing, white water rafting, and many other activities. We also have a motel located outside the park which stays busy. Our park has several shelters which have to be booked a year in advance for family reunions and company picnics. The park has a big convention center which is used for a variety of things. A lot of businesses that come into the area stay in the park for months at a time to work around the area. We have people that stay at the park from all over the county. Most of these people use our local post office when they are visiting.

I live about one half mile off the main road on a private road so I probably would not get mail delivered to my house. My husband and I work during the day so my mail would be in a box at the main road for someone to get into. When we are on vacation the post master at the Breaks Post Office will keep my mail together when my box gets full. I would not have that service now.

I think that there could be a better alternative instead of closing our post office . You could close the office a few days a week or cut back on the hours and people would adjust to the days and get their postal business taken care of when the office is open. I worked in a state office for seventeen years and when our hours changed the customers we served always managed to adjust and come in when we were open. Postal service is a service that everyone uses and if you change the days or hours of our office I think that the customers will adjust to these hours. Please take my letter into recommendation when making your decision.

Thank you,

The block contains two handwritten signatures. The first signature, "Allan W. Anderson", is written in a cursive style with a long horizontal flourish extending to the right. The second signature, "Joyce Anderson", is also in cursive and is positioned below the first signature, overlapping its lower portion.



04/29/2011

ALAN AND JOYCE ANDERSON

PO BOX 135
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- Response to Concern You expressed a concern over a gathering place and an information center. Meetings may be held at the Breaks Community Center. The community center can also provide a site for residents to gather, socialize, and share information.
- You were concerned about having your mail held while you are on vacation. Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☒ YES ☐ NO

If yes, please explain:

Senior friends a community

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

I Do not want unsecured mail Delivery

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



Docket: 1355731 - 24607
Item Nbr: 21
Page Nbr: 2

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BREAKS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☒ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



05/23/2011

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA SW RM 10804
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close
the BREAKS Post Office
Docket No. 1355731

This is to advise you that on 06/01/2011, I will post for public comment a proposal to close the BREAKS Post Office in Buchanan, Congressional District No. 9.

If you have any questions, please call PAUL BRADSHAW District Review Coordinator at (304) 561-1251.

ROBERT CAVINDER
District Manager
APPALACHIAN PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920
Proposal

Date of Posting: 06/01/2011

Posting Round Date:



Date of Removal: 08/02/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE BREAKS, VA POST OFFICE
AND ESTABLISH
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1355731 - 24607

Date of Posting: 06/01/2011

Date of Removal: 08/02/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE BREAKS, VA POST OFFICE AND ESTABLISH SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE



To the customers of the Breaks Post Office:

The Postal Service is considering the close of the Breaks Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/01/2011 through 08/02/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Breaks Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

PAUL BRADSHAW
PO BOX 59992
CHARLESTON, WV 25350-9992

For more information, you may call PAUL BRADSHAW at (304) 561-1251 or write to the above address.

Thank you for your assistance.

A handwritten signature in cursive script that reads "Charles N. Griffith".

CHARLES GRIFFITH
PO BOX 59992
CHARLESTON, WV 25350-9992

Date of Posting: 06/01/2011

Date of Removal: 08/02/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE BREAKS, VA POST OFFICE
AND ESTABLISH
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE



To the customers of the Breaks Post Office:

The Postal Service is considering the close of the Breaks Post Office for reasons stated in the accompanying proposal.

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Copies of the proposal and optional comment forms are available upon request at the Breaks Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

PAUL BRADSHAW
PO BOX 59992
CHARLESTON, WV 25350-9992

For more information, you may call PAUL BRADSHAW at (304) 561-1251 or write to the above address.

Thank you for your assistance.

CHARLES GRIFFITH
PO BOX 59992
CHARLESTON, WV 25350-9992



Date of Posting: 06/01/2011

Posting Round Date:



Date of Removal: 08/02/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE BREAKS, VA POST OFFICE
AND ESTABLISH
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1355731 - 24607

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Breaks, VA Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Maxie Post Office, located eight miles away.

The postmaster position became vacant when the postmaster retired on August 31, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Workload and revenue has declined with the dwindling number of customers and a minimal number of daily retail transactions. The Postal Service feels continued operations of the Breaks post office may not be warranted and that Highway Contract route delivery within the community will provide a maximum degree of regular and effective service.

The Breaks Post Office, an EAS-11 level, provides service from 8:00 to 12:00 - 12:30 to 16:15 Monday - Friday , 09:30 to 11:00 Saturday and lobby hours of 24 Hours on Monday - Friday and 24 hours on Saturday to 208 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 17 transaction(s) accounting for 16 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: \$25,975 (68 revenue units) in FY 2008; \$21,464 (56 revenue units) in FY 2009; and \$16,221 (42 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 06, 2011, representatives from the Postal Service were available at Breaks Community Center to answer questions and provide information to customers. 106 customer(s) attended the meeting.

On March 18, 2011, 230 questionnaires were distributed to delivery customers of the Breaks Post Office. Questionnaires were also available over the counter for retail customers at the Breaks Post Office. 58 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 8 favorable, 20 unfavorable, and 30 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Maxie Post Office, an EAS-13 level office. Window service hours at the Maxie Post Office are from 08:30 to 12:30 - 13:30 to 16:30, Monday through Friday, and 08:30 to 11:30 on Saturday. There are 222 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer expressed a concern about leaving money in the mailbox.

Response: A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Breaks Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
2. **Concern:** Customer expressed a concern about package delivery and pickup.

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
3. **Concern:** Customer was concerned about paying for money orders with a debit card.

Response: Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day. Unfortunately, carriers do not have the capability of processing a debit card.

4. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to another Post Office to pick up their mail.

Response: Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

5. **Concern:** Customers were concerned about being able to take care of their postal needs at one place.

Response: Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

6. **Concern:** Customers were concerned about having to travel to another post office for service.

Response: The carrier will deliver your mail to your roadside mailbox. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

7. **Concern:** Customers were concerned about leaving their mail in the roadside mailbox while they were on vacation.

- Response:** Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.
8. **Concern:** Customers were concerned about mail security.
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
9. **Concern:** Customers were concerned about senior citizens.
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Maxie Postmaster for more information.
10. **Concern:** No Concern.
- Response:**
11. **Concern:** No Concern.
- Response:**
12. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery.
- Response:** Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
13. **Concern:** Customers felt the cost of postage was increasing while service was decreasing.
- Response:** The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
14. **Concern:** Customers questioned the economic savings of the proposed discontinuance stating that the post office was more than just dollars and cents.
- Response:** Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. Economic savings is only one factor the Postal Service considers when proposing to close a post office. Consideration is also given to the effect on the community served, the effect on postal needs and the effect on employees.
15. **Concern:** Customers wanted to know what they need to do to save the Breaks Post Office.

Response:

Customers are provided ample opportunity to express their concerns to the Postal Service regarding the effect on the community and the effect on its service needs. A community meeting is held, questionnaires are mailed to customers for input, a proposal is posted for a 60 day period wherein comments are reviewed and a final determination is posted for 30 days that gives customers the opportunity to appeal any decision to close a post office to the Postal Regulatory Commission.

16. **Concern:**

You were concerned about having to travel to another post office for service.

Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Breaks is an unincorporated community located in Buchanan County. The community is administered politically by the Buchanan County Commission. Police protection is provided by the Buchanan County Sheriff's Department. Fire protection is provided by the Harman Fire Department. The community is comprised of retirees and seasonal tourists, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Breaks Church of Christ, Little Jossie Old Regular Baptist, Breaks Community Center, Willowbrook Country Club, Breaks Inter-State Park, Barbeque Pit, Laurel Shop, Marchetts, Ronnie Mullins Trucking, Entran Inc., Gateway Motel, David Looney Trucking, Skeens Trucking, Lockhart Trucking, Jasons Electronics, Highwall Mining and the Breaks Park Commission. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Breaks Post Office will be available at the Maxie Post Office. Government forms normally provided by the Post Office will also be available at the Maxie Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customers stated that they found it hard to believe the Postal Service was having financial difficulties and they were tired of the government's excuses. |
| Response: | The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers. |
| 2. Concern: | Customers were concerned about the loss of a gathering place and an information center. |
| Response: | Meetings may be held at the Breaks Community Center. The community center can also provide a site for residents to gather, socialize, and share information. |
| 3. Concern: | Customers expressed concern for loss of community identity stating the Breaks Post Office is the hub of the community. |
| Response: | A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Breaks Post Office name and ZIP Code. |
| 4. Concern: | Customers stated that Breaks is one of two interstate parks in the United States and should have a post office. |

Response:

The fact that Breaks is one of two interstate parks in the United States has no bearing on its requirements for a post office. HCR delivery will provide the community with regular and effective postal services.

5. **Concern:**

Customers were concerned about an abandoned building left in the community.

Response:

The Breaks Post Office building is owned and maintained by the Postal Service. The building is in good condition and attempts will be made to sell the facility.

6. **Concern:**

Customers were concerned about growth in the community; stating a new bridge and road were going to be constructed in the Breaks, VA area.

Response:

The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

7. **Concern:**

Customers were concerned about loss of employment in the community

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

8. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Meetings may be held at the Breaks Community Center. The community center can also provide a site for residents to gather, socialize, and share information.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster retired on August 31, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 31,516 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	+ \$ 0
Total Annual Costs	\$ 44,279
Less Annual Cost of Replacement Service	- \$ 12,763
Total Annual Savings	<u>\$ 31,516</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Breaks, VA Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Maxie Post Office, located eight miles away.

The postmaster retired on August 31, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by highway contract route service.

The Breaks Post Office provided delivery and retail service to 208 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 17. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$31,516 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Breaks Post Office and Maxie Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



CHARLES GRIFFITH
Manager, Post Office Operations

06/01/2011
Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date _____

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I have been told of people getting their mail stole out of mailboxes at their driveway. I will not take that chance with my money.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The winter's are bad trees down how would we get our mail at the same time everyday.

Shontona Hyetson

Name of Postal Customer

Shontona Hyetson

Signature of Postal Customer

P.O. Box 191

Mailing Address

Breaks Va 24607

City, State, and ZIP Code

6-1-11

Date

RECEIVED JUN 11 2011



Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We need the Post office at the Breaks.
I am a Senior citizen and I could not drive to Maple to get my mail. I don't want mail boxes, we've had too many robberies in the neighborhood already. Our neighbors mostly are Senior citizens. In winter time - we couldn't get our mail.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

It wouldn't be good for our community. Consider others. For a change. For most of us seeing our neighbors at the Post office is a blessing for all of us. We need that contact and we need our Post office. Please don't take it away from us.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We also need the Breaks Post office because of the Breaks fork which helps boost our Economy. If you really want to help us - Save our Post Office.
Sincerely Love

Amelia Ernestine Bailey
Name of Postal Customer

Amelia Ernestine Bailey
Signature of Postal Customer

P.O. Box 29
Mailing Address

Breaks, Va. 24607
City, State, and ZIP Code

June 1, 2011
Date

RECEIVED JUN 11 2011



Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

EFFILTS ON POST OFFICE

1. THE BREAKS PARK VISITORS USE THE POST OFFICE TO MAIL OUT MAIL AND POST CARDS. OUT COMMUNITY NEEDS THE POST OFFICE, IT IS OUR LIFE LINE! LOOK AT ALL OTHER AREAS WE ARE GETTING READY TO GROW WITH LEAPS AND BOUNDS, SO PEOPLE WILL NEED THE POST OFFICE MORE AND MORE. YES WE MIGHT BE LOOSING A LITTLE MONEY, BUT OTHER POST OFFICES ARE LOOSING MAJOR DOLLARS GO AFTER THEM FIRST! BACK IN THE 80's I REMEMBER PAYING BOX RENT AROUND \$17.50 A YEAR WHY NOT LET US PAY BOX RENT NOW AND SAVE OUR POST OFFICE? IF WE DON'T HAVE TO PAY BOX RENT NOW THAN GIVE US BACK OUR MONEY WE PAID BACK IN THE YEARS PAST! BOX REND WOULD SAVE OUR POST OFFICE, AND YOU KNOW IT!! A RULE ROUTE MAIL CARRIER WOULD COST MORE MONEY AND YOU KNOW IT WOULD, LOOK AT THE GAS PRICES, INSURANCE, PRICE OF TIRES, OIL CHANGES, AND THE PRICE OF A CAR, NOW WHO IN THERE RIGHT MINE WOULD DO THIS JOB FOR THAT KIND OF MONEY, NO ONE!!

2. SO PLEASE LEAVE OUR POST OFFICE ALONE! WHEN THINGS ARE GOING ALL RIGHT DON'T BOTHER IT LEAVE WELL ANOTH ALONE!

EFFECTS ON OUR COMMUNITY: MOST ARE ELDERLY PEOPLE, AND CAN'T DRIVE OVER THE MOUNTAINS TO A POST OFFICE, ALL OTHER POST OFFICES ARE MOUNTAINS AWAY HARMON, BULL GAP MOUNTAIN, HAYSI THREE MOUNTAINS IF YOU LOOK AT THE HILL UP BI THE GARDON HOE COMMING BACK.. IF THE MAIL IS ON A RULE ROUTE PEOPLE WILL DESTROY THE MAIL BOXES, THE ELDERLY ARE NOT ABLE TO SHOVEL THE SNOW FROM THE MAIL BOXES SO THE MAIL CAN BE DELIVERED. ON OTHER MAIL ROUTES IF THE MAIL DELEVERY PERSON CAN NOT GET TO THE MAIL BOX FRON THERE CAR THAY WILL NOT DELIVER THE MAIL TO THAT BOX. SOME VETS GET MEDICATION IN THE MAIL, WE DON'T NEED PEOPLE WATCHING FOR THE MAIL TO BE DELIVERED SO THAT THAY CAN STILL IT! THE DRUG PROBLEM IS VERY BAD IN THIS AREA, AND SURROUNDING AREAS, BREAK-INS IN THIS AREA ARE AT A VERY HIGH INCREASE BECAUSE OF THE DRUG PROBLEM, SO LOOKING FOR MEDICATION IN THE MAIL BOX WOULD INCREASE ALSO.

3. **Other Comments:** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

OUR PLEDGE OF ALLEGIANCE STATE JUSTICE FOR ALL, WHERE IS OUR JUSTICE WHEN YOU TAKE AWAY OUR POST OFFICE? WE LIVE IN THE UNITED STATES OF AMERICA WHERE FREEDOM AND JUSTICE FOR ALL, SO IF YOU TAKE AWAY OUR POST OFFICE THAT IS AGAINST OUR FREEDOM OF A POST OFFICE. WE NEED AND MUST HAVE OUR POST OFFICE. I LOVE MY COUNTRY BUT, RIGHT NOW I AM DISAPPOINT IN IT BECAUSE YOU WANT TO TAKE IT AWAY! SOME OF THE PEOPLE HERE FOUGHT FOR THIS COUNTRY SOME EVEN LOST THERE LIVES, AND NOW YOU ARE TAKING SOME OF THE THINGS THAY FOUGHT FOR AWAY! I HOPE AND PRAY NOT!

WAYNE CLINE, JR.
Name of Postal Customer

Wayne Cline, Jr.
Signature of Postal Customer

P.O. BOX 174
Mailing Address

BREAKS VA. 24607
City, State, and ZIP Code

6-2-2011
Date

RECEIVED JUN 11 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The Breaks Post office is close so that make it very effective And regular. unlike driving Across A mountain 12 to 13 miles At MAXIE. to drop mail, buy stamps, send A package pick up mail. etc.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The community (Breaks) has worked very hard to establish it self; they done A improvement on homes, farming, School (now comm. center) Post office Church, ~~grocery~~ mom & pop store that sells groc. cig. beer wine, Auto, Non food Cleaning etc. Breaks Stables, Breaks Interstate PARK. ~~Breaks Post office.~~

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We do not have high speed internet here And closing the Post office does not help the LOCAL businesses And the people of this Community. We can't grow without it!

Patricia Hayes

Name of Postal Customer

Patricia Hayes

Signature of Postal Customer

P.O. Box 111

Mailing Address

Breaks Va. 24607

City, State, and ZIP Code

5-31-11

Date

RECEIVED JUN 11 2011





05/03/2011

ERNESTINE BAILEY
PO BOX 29
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Breaks Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

If it is determined that a discontinuance of the Breaks Post Office should be pursued, a formal proposal will be posted in the Maxie Post Office and Breaks Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

Charles N. Griffith

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992

Dear Sir

I want to write you concerning the Breaks Post office. We need the Post office here; most of us are senior citizens and we can't drive across any longer to our mail.

Please reconsider and ~~keep~~ ^{keep} our Post office. We need it desperately.

May 8, 2011
Breaks, Va

Sincerely
Ernestine Bailey

RECEIVED JUN 17 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

NO way to pick up pgs. from my children, by getting my stamps. Mailers pgs. to my grandchildren. Always pick my mail up, when going by it, it was so much easier. It was just a lot of inconvenience where it is located.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Some would have to find other places to get money-orders, mail pgs., get their stamps. Some are older, which would hurt them the most. They probably won't even go.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

It will surely be missed! It is just like taking a house away. Something has taken it away, and it's gone.

Thomas Dean



Name of Postal Customer

Signature of Postal Customer

P.O. Box 71

Mailing Address

BRENTS, VA

24687

City, State, and ZIP Code

6-6-11

Date

RECEIVED JUN 21 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The postal service would be very unfavorable for me, it would be very hard to cross the mountain in the winter months.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

It will be a hard ship for the community to loose the most important thing we have.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We are tax payers, the ~~last~~ ^{government} suppose to help us, not hurt us. I would rather loose the Breaks, interstate park than, to loose our post office

Chloe Linn Conaway

Name of Postal Customer

Signature of Postal Customer

P.O. Box 254

Mailing Address

Breaks, Va. 24604

City, State, and ZIP Code

6/13/11

Date

RECEIVED JUN 21 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It will make mail delivery insecure and subject to theft. It will cause hardship and inconvenience on all residents of the community.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

It is not good customer service for people. Also, it does not build a good customer relationship or a good reliable image for the postal service.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

It will cause people to go to on-line bill pay. It will also cause people to utilize UPS and Fed Ex for their shipping needs if the P.O. is not readily available.
Kenneth W. Hill

Name of Postal Customer

P.O. Box 41

Signature of Postal Customer

Kenneth Hill

Mailing Address

Breaks, Va. 24607

City, State, and ZIP Code

6-10-11

Date

RECEIVED JUN 21 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

The Postal service would be very unfavorable for me, it would be very hard to cross the mountain in the winter months.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

It will be a hard ship for the community to loose the most important thing we have.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We are tax payers the government is suppose to help us, not hurt us. I would rather loose the Breaks Interstate Park, than, to loose our Post office.

Ray Loney

Name of Postal Customer

Signature of Postal Customer

P.O. Box 86

Mailing Address

Breaks, Va 24607

City, State, and ZIP Code

6-10-11

Date

RECEIVED JUN 21 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We know our mail is there. And the "Elderly" which makes over 1/2 of the Breaks won't have to travel or be up in time to catch a mail carrier in the winter or at any time.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The thought of having to go 40 miles to another post office - and catch a carrier. It took us almost 30 years to get a post office. (we used to have open wood slots in the little store at James Pines) Until we finally got a post office -

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I think it is a lot of tax payers money that built the building for our small community (over 200-300 people) to just up & shut the doors and let it sit like so many other "Nice" buildings that are now just neglected.

Jack T. Stiltner

Name of Postal Customer

P.O. Box 54

Mailing Address

Breaks Va 24607

City, State, and ZIP Code

Jack T. Stiltner

Signature of Postal Customer

6-6-2011

Date

RECEIVED JUN 16 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I think my mail delivery will be unsecure and subject to mail theft. I like the security of a locked mail box in the post office where no one but I can get to my mail, bank statements, credit cards, bills, etc.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

I think it will be detrimental to the community as a whole and adversely affect the older people in the community. We are in an isolated area across rugged terrain that's hard to drive over.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I think the postal service's decision to close little post offices such as ours will be not only bad for us but will also adversely affect the postal service itself.

Ducinia Louise Stacy

Name of Postal Customer

Ducinia Louise Stacy

Signature of Postal Customer

P.O. Box 30

Mailing Address

Breaks, Va. 24607

City, State, and ZIP Code

6-10-11

Date

RECEIVED JUN 16 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would be very difficult to travel several miles especially during severe weather conditions such as winter snow storms or flooding. It is also costly for each member of the community to travel additional miles to pick up or send out mail. It is also difficult for the elderly citizens of the community to travel for their mail.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The community relies on the Bulletin board for communication of important information. The Post office is also a gathering place to supply emergency needs during times of crisis such as power outages and water outages.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

It is inconvenient to travel to a post office outside of where the members ^{of the community} travel to work just to obtain their mail. Members of the community would be willing to pay for boxes to keep the Post office open to provide this service. Elderly citizens also receive medications through the postal service and it would be difficult for these citizens to get their medications.

Name of Postal Customer

Lance Looney

Signature of Postal Customer

Lance Looney

Mailing Address

PO Box 158

City, State, and ZIP Code

Breaks VA 24607

6-20-11

Date

RECEIVED JUN 27 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I don't believe it is right for our post office to be closed. For one thing the elderly can't drive across the mountains to get to a post office, and the younger ones aren't far behind. Please don't run our community down.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. The favorable

thing is that we know when to take our mail to get it delivered. Sometimes it is real close time for the mail carrier and we can get it to the post office because it is close and we don't have to go very far, especially the elder ones, to get our mail sent off that day. Please don't close our Breaks post office.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

You know there has always been a post office in the Breaks as far as I can remember. You know when our post office is closed it seems like you are running our Breaks community ^{down}. The park is improving and the big highway is being fixed.

Jimmy G. Mullins, Emma Jean Mullins

Name of Postal Customer

Emma Jean Mullins

Signature of Postal Customer

P.O. Box 65

Mailing Address

Breaks, VA. 24607-0065

City, State, and ZIP Code

6-20-11

Date

RECEIVED JUN 27 2011

and to thank you are wanting to close our post office, I just can't understand why. Sometimes the elderly go to the post office because it is close and they meet and talk to their friends, otherwise they don't get to see them. They go about the same time to do this.

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Mail Security
I know that the mail is much more safer in the Post office, than it is in a mail Box Beside the Road. I know that we can go over to Mokie, Va. across a Big mountain 8 miles, cost 1 gallon of gas around \$4.00

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

When you Remove a School and Post office Bucks, Va. That helps down grade our community. I am a Senior citizen and a Veteran. My date of Birth July 18, 1929, 81 years old. This proposal will add a cost to me -

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I know that Bucks, Va. is an unincorporate community. When it became time to protect our country and freedom of rights. We are called upon. Some never returned, some as Prisoners of War and others did return. I am a Veteran of Korean War of Service from Jan. 51 to Jan 53. Now we are going to be deprived of our Post office Bucks, Va.

HENRY C. WOONEX
Name of Postal Customer

Henry C. Woonex
Signature of Postal Customer

P O Box 188
Mailing Address

BREAKS, VA. 24607
City, State, and ZIP Code

6-20-11
Date

RECEIVED JUN 27 2011



Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We are an isolated area, having to travel over several mountainous roads to a town, and any alternate post offices. It will be extremely difficult and inconvenient for all of us who live in the Breaks area.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The elderly and retired, sickly and unable to drive will find it nearly impossible in the winter months to receive or send mail/packages. They may seek to find alternate housing.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Please do not close our post office. It is a common ground that the entire community utilizes and loves, and provides a much needed service for all.

LORA Clvinger

Name of Postal Customer

Lora Clvinger

Signature of Postal Customer

P.O. BOX 93

Mailing Address

BREAKS

VA. 24607

6-15-11

City, State, and ZIP Code

Date

RECEIVED JUN 27 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would be very unhandy to go across the mountain especially in the winter time to get to another Post Office.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The post office is a good place to meet with the people in the community. It is good to have a bulletin board.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The post office would be good for the community and for the Breaks Parks to be able to buy stamps and money orders when you need to.

Toy Looney
Name of Postal Customer

Toy Looney
Signature of Postal Customer

P.O. Box 9
Mailing Address

Breaks, Va. 24607
City, State, and ZIP Code

6-17-11
Date

RECEIVED JUN 27 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
- one would be delivered so horn would be good.*
- I need the security of a post office. WE get alot of packages AND we know they R SAFE until we can get to them. People steal so bad in this area, if they ARE left in the driveway they will be stolen it has happen in the past. Also, my husband leaves for work @ 5AM each morning comes home @ 6pm. I leave for work each morning @ 5³⁰AM & return @ 9³⁰PM either one of us, does not go past the Harmon post office & would be very hard to our mail. In the winter we would be unable to cross the step moutian to get our mail. And that is to long 4 our pkages to stay in the driveway. This area is also bad to bash in mail boxes I can't afford that.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
- People Are Known to bash mail Boxes in this Area & no one can afford to keep replacing those. People steal very bad here and we all need the security of this post office. We have very hard winters, there are alot of elderly people here, my husband and I are unable to cross the step mountain to get our mail in the winter so I know the elderly could not get theirs. This proposal is wrong in so many ways BY you cut ur cost u should think of All the elderly in this community. Do this DOES NOT save time or energy for these customers.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.
- Please think of the security this post office brings to this community this means so much. We can't afford to keep buying mail boxes. And this about our winter's, this moutain stay's so bad the road department hardly works it.

Hickman, Ronda

Name of Postal Customer

Ronda Hickman

Signature of Postal Customer

P.O. Box 253 1012 King Solomon Colley Rd

Mailing Address

Breaks, VA 24607

City, State, and ZIP Code

7/1/11

Date

RECEIVED JUL 05 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

This would be very unfavorable to my family - we depend on our post office the way it is now.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

We think all communities should have a working Post Office!! We live in an Area of the Breaks Interstate park - all visitors depend on out-going mail, stamps etc. we're elderly people & in winter we can't get across the Haiman Mt. for days to get stamps, packages.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We can't stand out by the mail box in winter - we elderly & the weather is too cold to stand out by the mail box. In summer it's too hot. So please cut your rates on packages etc & more people can't use your service. J.C.

Name of Postal Customer

Signature of Postal Customer

Hurley Cochran - wife Florence Cochran. age 83+

Mailing Address

P.O. Box 51 Breaks, Va 24607 6-29-2011

City, State, and ZIP Code

Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would not have the box security as we are gone from home when the mail is delivered. The cost per trip would be at least \$5.00 per trip, hard for people with small income.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

It would destroy the very soul and identity of the community. The people of advanced age would have to travel, at their expense long distance to post office.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Bus hours might be effective. I think a RR would be almost as expensive as our little train.

Roby G. Gainer

Name of Postal Customer

Roby G. Gainer

Signature of Postal Customer

P.O. Box 37

Mailing Address

BREAKS, Va. 24607

City, State, and ZIP Code

6-27-11

Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

Round trip

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

If our post office is closed, each member would have to drive 8 miles to the next post office. That's a lot of gasoline consumption. If the post office is closed, but a carrier is provided, this would eliminate travel and save gasoline and time.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Our community is near one of the most beautiful parks in our country. It needs the post office near. Many patrons to the park send cards to friends and relatives and want the Breaks post mark. It's good advertisements for the park. And the park is good for everyone!

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The new access road that is currently underway will draw more tourists to this area. Many of them will want to send messages and will need the post office. The present post office has served us well and we hope to keep it a long time.

Shirley E. Raines

Name of Postal Customer

Shirley E. Raines

Signature of Postal Customer

265 - box no.

Mailing Address

Breaks, VA 24607

City, State, and ZIP Code

7-21-11

Date

RECEIVED JUL 26 2011

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I have lived in Communities that had rural delivery, but we also had a post office close by where we could purchase postal services. It will require planning ahead in order to get the same service from a carrier. (And can you really find someone who will do all that, have a 4 wheel drive for winter, and make special deliveries for special needs folks, etc all for \$1,763 per year?) No more spur of the moment decisions to run to the P.O. and get stamps so I can get my Christmas cards ready tonight. Inconvenient? Yes!

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

I believe it would adversely affect the community unity. I know we have a community center where we can meet, but there are not programs or activities there every day, only once in awhile. And when there are activities, not everyone comes. Not so with the post office. Everyone who wants to get their mail must go there or have family members go. Every day. Either way, people get a chance to meet friends & neighbors and community news gets spread from home to home. In fact that is usually the way news is spread re events at the community centers now.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

There is currently a large highway project beginning in the Breaks community to provide easier access for visitors to the Breaks Interstate Park. I'm told that this project may last 4 or 5 years. That means there will be construction workers coming here to work who will require postal services, not to mention the construction company itself with its need for communication. After that construction is finished, I suspect more people may want

James H. Raines.

Name of Postal Customer

P.O. Box 203

James H. Raines

Signature of Postal Customer

Mailing Address

Breaks, VA 24607

City, State, and ZIP Code

Date

7-20-11

RECEIVED JUL 26 2011

To move into the Breaks community to live, because commuting to ~~Elkhorn~~ or Pikeville to work will be so much shorter and easier. If you close the post office now and sell your Building, you may regret that later if the community grows enough to have the P.O. reopened. Over

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BREAKS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Please see the enclosed letter

JAMES D. MULLINS

Name of Postal Customer

James D. Mullins

Signature of Postal Customer

PO BOX 121

Mailing Address

BREAKS VA 24607-0121

City, State, and ZIP Code

6-30-11

Date



RECEIVED JUL 05 2011

Paul Bradshaw
Po Box 59992
Charleston WV 25350-9992

June 30, 2011

Mr. Bradshaw:

First of all, I would like to thank you for the invitation for public comment on the closing of the Breaks Post Office.

I have examined the proposal and found a few items I would like further clarification on. Some of these items may seem minor but I feel need addressed. This is a major decision and needs to be undertaken accurately. Addressing these concerns now may also help the Postal Service in the future as it looks to close other 'underperforming facilities'.

- (1) Docket: 1355731-24607. Item #1. Page #1.

This letter is dated 12/21/2010. Postal Operations Manual PO 101 states an action plan should be implemented within 90 days of a Postmaster retiring. The previous Postmaster retired on 8/31/2009. Why was there a lapse of 16 months before any action was taken?

The sample letter in PO 101 includes the following sentence, which was omitted from the official letter: "Please indicate your approval of this study by signing below and returning the original form to this office." Why was this line omitted? Why was this document not signed by the district Manager? A proposal this serious should have been signed. A signed document in this instance would be more credible.

- (2) Docket: 1355731. Item #4. Page #1.

This document shows the distance from the Breaks Post Office to the Maxie Post Office to be 8.7 miles. Other documents given out to the general public listed this distance as 8.0 miles. Round trip, this is a cumulative total of 1.4 miles extra travel. If the purpose was to round this number, it should have been rounded up to 9.0 miles. I do appreciate the map does show this is obviously a road with curves, but ask that a map which also shows elevation levels be added to the official folder. I understand the final decision for closure will be made away from this region of Virginia. I want those who make the final decision to be aware this is a mountain road. I have personally been stranded on this stretch of road as a child when the bus could not safely pass. I have also been stranded recently due to inclement weather and had to walk a stretch of this mountain in an effort to get home from work. Granted, many transactions can be completed by an HCR carrier. There will be times though when a signature will be required or a form needs filled out. If a customers schedule conflicts with the carrier's schedule, a trip to the Maxie Post Office will be necessary. This will eventually put a customer of the Postal Service in a situation which can and should be avoided by keeping the Breaks Post Office open.

A final note on this item. This Docket item is missing the -24607 suffix.

- (3) Docket: 1355731-24607. Item #9. Page #1.

This document was not signed.

RECEIVED JUL 05 2011

- (4) Docket: 1355731-24607. Item #11. Page #1.

This survey showed a total of 125 parcels for the two week survey period from 02/05/2011 – 02/18/2011. The window transaction survey for that same period showed a total of zero nonrevenue services during that same period. I find it impossible to believe no packages or certified letters were delivered during this timeframe. I personally contacted the PMR about this issue. She did not accurately record the nonrevenue transactions. Further instruction needs to be given. This is inaccurate data. Inaccurate data can lead to an inaccurate conclusion. A new study needs to be conducted and the results of this new study provided for public comment.

Again, this document was not signed.

I could not find a docket number on the window transaction survey.

- (5) Docket: 1355731-24607. Item #15. Pages #1&2.

On the Post Office survey Sheet for item #6. There has been the addition of 1 permit mailer. For item #8. This states there are 208 boxes currently rented. On item #13. Subsection 3 there are only 175 boxes added to the route. If there are 208 boxes rented, why was it estimated only 175 boxes will be added to the route? Many times a PO Box has multiple families using the same box. If HCR service provides deliveries to every physical address, it seems this number should be higher than 208, not less.

- (6) Docket: 1355731-24607. Item #17. Page #1.

Line #1 should be adjusted up to a minimum of 208.

Line #3. I personally know the HCR carrier and am aware that she projected her hourly rate to be higher than 19.10 an hour. So as not to give anyone who may competitively bid on her route when it comes up for renewal an unfair advantage, I will not make public her base rate. This can be researched internally and the total annual savings be adjusted accordingly, to more accurately reflect true savings. One thing I suggest is to keep the Breaks Post Office open and continue to staff it with a PMR. When compared to an accurate estimate of the adjusted HCR route, the savings are still there, but minimal. The expanded service provided by a full Post Office, in my opinion, would far outweigh the anticipated savings of an HCR route.

- (7) Docket: 1355731. Item #24. Pages #1-4.

This was interesting to say the least. There is an exhibit(265) in PO 101 that has been designed for a community meeting roster. At our community meeting we were given a sheet of ruled paper to sign. In the official folder this exhibit roster precedes the home-made sign in sheet we were given. My fear is that some in our community may not have seen the seriousness of signing this makeshift roster. I counted the names of attendees on the roster. I came up with a number that was higher than 106. I would like to see each name on this roster with a number beside it. This would help me to see the accurate count. Again, inaccurate data can lead to an inaccurate decision being made.

For future reference, one hour is woefully inadequate for a meeting of this magnitude for a small community. It took about 15 minutes for the speaker to make his speech. This left only 45 minutes for public feedback. I personally had many questions with some relating to the legality of closing the Post Office. Instead of consuming a large portion of every ones time, I left a sheet with my questions on them with the representatives who held the meeting. I did receive a very

RECEIVED JUL 05 2011

unsatisfactory response. I do appreciate that several of my initial questions were answered through an examination of the official folder.
This docket did not have the suffix -24607.

As a member of the Breaks community, the decision to close the Breaks Post office has greatly affected me. I have lost much sleep over this. I keep trying to tell myself none of this will matter to me in a hundred years. It does matter to me now though. Like most in my community that I have conversed with, I fully believe this is already a 'done deal' and there is little anyone can do to stop this from happening. I do appreciate though the forum for public comment. At least, maybe, I will sleep better tonight after getting this off my chest.

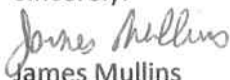
I do have a few further suggestions I would like to share:

1. In talking with ones in the community (like at the post office where we all go to get our mail), I have came to the conclusion that the community is not near as concerned about the lack of a Postmaster as they are about a lack of a Post Office. Let's face it, in the last year and a half, has the community complained about the lack of a Postmaster? I doubt it. Would it be possible to have the HCR carrier come to the Post Office, box the mail, and stay for a set time so as to offer postal products before she leaves? Parcel lockers could be installed. Anyone interested in renting a box could be directed to the Maxie Post Office through signage. This would appear to be less disruptive to the community. It would result in a reduction of miles for the HCR carrier, reducing the USPS carbon footprint. It would retain a community meeting place and community bulletin board. Don't get me wrong, this would still be a reduction in service and a disservice to our community. It seems to be a plausible option though.
2. Continue to operate the Breaks Post Office and let the HCR driver make only one trip daily. This will save 17.4 miles from the route daily.
3. Form 150 establishes the level of the Breaks Post Office as an 11. Statistics are always changing, but it seems like mail volumes are down by some 20%. Has no one within the Postal Service thought of revising the Form 150 to accurately reflect workload? If adjustments were made periodically as mail volumes rose or declined and all office levels reflected true workload, pay could reflect true workload. This might make the burden of operating these facilities easier.
4. Much like the new APWU contract, establish a 2 tier pay scale for new postmaster appointees.

As Dr. Charles F McKhann put it in his book The Facts About Cancer: "I realized if people are able to ask hard questions, the least they deserve is their doctors willingness and ability to give reasonable answers." I ask the same.

Please make this letter part of the public record.

Sincerely:


James Mullins

RECEIVED JUL 05 2011



08/01/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 08/02/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Paul Bradshaw".

PAUL BRADSHAW
Post Office Review Coordinator
PO BOX 59992
CHARLESTON, WV 25350-9992



A. Office

Name: BREAKS State: VA Zip Code: 24607
Area: EASTERN District: APPALACHIAN PFC
Congressional District: 9th County: DICKENSON
EAS Grade: 11 Finance Number: 511080
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 36. The round dated copies of the proposal have been received.

Prepared by: Paul Bradshaw Date: 08/09/2011
Title: APPALACHIAN PFC Post Office Review Coordinator
Tele No: (304) 561-1251 Fax No: (304) 561-1209

**NOTICE OF TAKING PROPOSAL AND COMMENTS
UNDER INTERNAL CONSIDERATION**

Date 08/01/2011

Postal Customers of the Breaks Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Breaks Post Office, which was posted 06/01/2011 through 08/02/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Breaks Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in dark ink, appearing to read "Charles N. Griffith". The signature is written in a cursive, flowing style.

CHARLES GRIFFITH
PO BOX 59992
CHARLESTON, WV 25350-9992



08/09/2011

SHONTONA HYLTON

PO BOX 191
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

AMELIA E BAILEY
PO BOX 29
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Maxie postmaster for more information.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in the community.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

WAYNE CLINE JR
PO BOX 174
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Maxie postmaster for more information.
- You expressed a concern about mailbox vandalism. This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Mailbox owners can help prevent the vandalism or destruction of their mailboxes by obtaining Postal Service Label 33, Warning: Penalty for Damage to Mailboxes and Theft of Mail, from the Postal Inspection Service. The label can be affixed to a mailbox and warns of the penalties for willful damage to mailboxes and theft of mail. In addition, the Postal Inspection Service advises a customer who discovers someone tampering with a personal or neighbor's mailbox to obtain a description of the culprit and his or her vehicle, including license plate number, and to immediately report the information to the local police or sheriff's department.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in blue ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

WAYNE CLINE JR
PO OX 174
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

WAYNE CLINE JR
PO BOX 174
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

PATRICIA HAYES

PO BOX 111
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

ERNESTINE BAILEY

BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Maxie postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

THOMAS DEAN

PO BOX 71
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Maxie postmaster for more information.
- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, reading "Charles N. Griffith". The signature is written in a cursive style with a large, stylized "C" and "G".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

CHLOE INIS CANAWAY

PO BOX 254
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern that since the people of your community paid taxes the Post Office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in blue ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

KENNETH W HILL
PO BOX 41
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

ROY LOONEY

PO BOX 86
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern that since the people of your community paid taxes the Post Office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in blue ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

JACK STILTNER
PO BOX 54
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
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Sincerely,

A handwritten signature in blue ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

DUCINIA LOUISE STACY

PO BOX 30
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

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If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

LANCE LOONEY
PO BOX 158
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Maxie postmaster for more information.
- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets, community centers and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Maxie Post Office may have a public bulletin board which may be used to post the same information.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in blue ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

JIMMY AND EMMA JEAN MULLINS

PO BOX 65
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

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Sincerely,

A handwritten signature in dark ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

JIMMY ND EMMA JEAN MULLINS
PO BOX 65
BREAKS, VA 24607

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If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

HENRY C LOONEY

PO BOX 188
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

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Sincerely,

A handwritten signature in cursive script that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

HENRY C. LOONEY

PO BOX 188
BREAKS, VA 24607

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In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Charles N. Griffith".

Charles Griffith
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PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

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BREAKS, VA 24607

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In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink that reads "Charles N. Griffith". The signature is written in a cursive, flowing style.

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

LORA CLEVINGER
PO BOX 93
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

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- You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

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If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in blue ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

TOY LOONEY

PO BOX 9
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

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If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

TOY LOONEY

PO BOX 9
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets, community centers and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Maxie Post Office may have a public bulletin board which may be used to post the same information.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

RONDA HICKMAN

PO BOX 253
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the Maxie Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter. Stamped packages weighing over 13 ounces must be presented at a post office or postal retail unit.
- You expressed a concern about mailbox vandalism. This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Mailbox owners can help prevent the vandalism or destruction of their mailboxes by obtaining Postal Service Label 33, Warning: Penalty for Damage to Mailboxes and Theft of Mail, from the Postal Inspection Service. The label can be affixed to a mailbox and warns of the penalties for willful damage to mailboxes and theft of mail. In addition, the Postal Inspection Service advises a customer who discovers someone tampering with a personal or neighbor's mailbox to obtain a description of the culprit and his or her vehicle, including license plate number, and to immediately report the information to the local police or sheriff's department.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in blue ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

HURLEY COCHRAN
PO BOX 51
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Maxie postmaster for more information.
- With a roadside mailbox, customers may pick up their mail when it is convenient for them. Customer's do not have to wait by the mailbox for their carrier.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

ROBY RAINER

PO BOX 37
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in blue ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

SHIRLEY RAINES

PO BOX 265
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

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If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

JAMES RAINES

PO BOX 203
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about growth in the community. The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

SHIRLEY RAINES

PO BOX 265
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

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If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



08/09/2011

JAMES MULLINS

PO BOX 121
BREAKS, VA 24607

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Breaks Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Your letter will be entered into the official record along with the response. In response to Item #1 - The Postal Service had instituted a hiring freeze and was not promoting from within during the timeframe your postmaster retired. The lapse in time between the retirement and the discontinuance study was caused by declining mail volumes, workload and revenues. In late 2010 the Postal Service asked each District to conduct office reviews on all vacant offices. I am also including an updated signed copy of the authority to conduct an investigation. 2. Google maps lists the distance from Breaks to Maxie VA as 8 miles. 3. Item #9 was automatically signed with my email address when the document was completed. I have added my signature for the official record. 4. Your concern about the 125 parcels not being placed in the non-revenue services is noted. A memo to the record will be added stating the discrepancy and the new information included. Daily transactions raised from 16.6 to 26.6 and the Average daily retail workload in minutes rose from 16.3 to 28.2. 5. The permit mailer is noted. 208 po box vs 175 HCR boxes added, there are customers that will not want to be added to the HCR route and will travel to their nearest post office to receive post office box service. 175 boxes is estimated, the actual boxes will not be known until this study has proceeded further on. Then the actual cost of the HCR route will be known, for now it is an educated estimate. 6. The projected hourly rate is the minimum amount paid, just as we are using the minimum amount of a Postmasters salary and not the top end. 7. The official record has the community roster recorded as signed. The postal official holding the community meeting made note of the roster and asked that it be signed. After a recount of the names there were lines where husbands and wives signed for both the recount reveals 110 people. This has been corrected in the original record.
- You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
- You expressed a concern about obtaining accountable mail and large parcels. If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS. If there is inclement weather and you are unable to pick up the accountable mail, call the Maxie postmaster and explain the situation, the postmaster will hold your accountable mail at the post office.
- The letter you sent will become part of the official record and will be reviewed by the Manager of Postal Office Operations for your area, the District Manager and a Postal Service Headquarters representative. All suggestions will be taken under advisement.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in blue ink that reads "Charles N. Griffith".

Charles Griffith
Manager, Post Office Operations
PO Box 59992
Charleston, WV, 25350-9992



A. Office

Name: BREAKS State: VA Zip Code: 24607
Area: EASTERN District: APPALACHIAN PFC
Congressional District: 9th County: DICKENSON
EAS Grade: 11 Finance Number: 511080
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Paul Bradshaw
Title: APPALACHIAN PFC Post Office Review Coordinator
Tele No: (304) 561-1251

Date: 08/09/2011
Fax No: (304) 561-1209

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	17
Favorable comments	0
Unfavorable comments	11
No opinion expressed	6
Total comments returned	17

Postal Concerns

The following postal concerns were expressed

- Concern (No Opinion):**
 Customer expressed a concern about mailbox vandalism.

Response:
 This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Mailbox owners can help prevent the vandalism or destruction of their mailboxes by obtaining Postal Service Label 33, Warning Penalty for Damage to Mailboxes and Theft of Mail, from the Postal Inspection Service. The label can be affixed to a mailbox and warns of the penalties for willful damage to mailboxes and theft of mail. In addition, the Postal Inspection Service advises a customer who discovers someone tampering with a personal or neighbor's mailbox to obtain a description of the culprit and his or her vehicle, including license plate number, and to immediately report the information to the local police or sheriff's department.
- Concern (No Opinion):**
 Customer expressed a concern about mailbox vandalism.

Response:
 This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Mailbox owners can help prevent the vandalism or destruction of their mailboxes by obtaining Postal Service Label 33, Warning Penalty for Damage to Mailboxes and Theft of Mail, from the Postal Inspection Service. The label can be affixed to a mailbox and warns of the penalties for willful damage to mailboxes and theft of mail. In addition, the Postal Inspection Service advises a customer who discovers someone tampering with a personal or neighbor's mailbox to obtain a description of the culprit and his or her vehicle, including license plate number, and to immediately report the information to the local police or sheriff's department.
- Concern (No Opinion):**
 Customer expressed a concern about package delivery and pickup.

Response:
 Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the Maxie Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats, or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter. Stamped packages weighing over 13 ounces must be presented at a post office or postal retail unit.
- Concern (No Opinion):**
 Customers asked why their Post Office was being discontinued while others were retained.

Response:
 Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- Concern (No Opinion):**
 Customers expressed concern over the dependability of rural route service.

Response:
 Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.
- Concern (No Opinion):**
 Customers felt inclement weather and poor road conditions might impede delivery.

Response:
 Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
- Concern (No Opinion):**
 Customers were concerned about having to travel to another Post Office for service.

Response:
 Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- Concern (No Opinion):**
 Customers were concerned about having to travel to another Post Office for service.

Response:
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- Concern (No Opinion):**
 Customers were concerned about mail security.

Response:
 Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- Concern (No Opinion):**
 Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

11. **Concern (No Opinion):**
Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Maxie postmaster for more information.

12. **Concern (Unfavorable):**
Customer expressed a concern about package delivery and pickup.

Response:

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

13. **Concern (Unfavorable):**
Customer had suggestions to share.

Response:

The letter you sent will become part of the official record and will be reviewed by the Manager of Postal Office Operations for your area, the District Manager and a Postal Service Headquarters representative. All suggestions will be taken under advisement.

14. **Concern (Unfavorable):**
Customer was concerned with waiting by mailbox to retrieve mail.

Response:

With a roadside mailbox, customers may pick up their mail when it is convenient for them. Customer's do not have to wait by the mailbox for their carrier.

15. **Concern (Unfavorable):**
Customer wrote a letter asking for clarification on certain parts of the official documents.

Response:

Your letter will be entered into the official record along with the response. In response to Item #1 - The Postal Service had instituted a hiring freeze and was not promoting from within during the timeframe your postmaster retired. The lapse in time between the retirement and the discontinuance study was caused by declining mail volumes, workload and revenues. In late 2010 the Postal Service asked each District to conduct office reviews on all vacant offices. I am also including an updated signed copy of the authority to conduct an investigation. 2. Google maps lists the distance from Breaks to Maxie VA as 8 miles. 3. Item #9 was automatically signed with my email address when the document was completed. I have added my signature for the official record. 4. Your concern about the 125 parcels not being placed in the non-revenue services is noted. A memo to the record will be added stating the discrepancy and the new information included. Daily transactions raised from 16.6 to 28.5 and the Average daily retail workload in minutes rose from 16.3 to 28.2. 5. The permit mailer is noted. 208 po box vs 175 HCR boxes added. there are customers that will not want to be added to the HCR route and will travel to their nearest post office to receive post office box service, 175 boxes is estimated. the actual boxes will not be known until this study has proceeded further on. Then the actual cost of the HCR route will be known. for now it is an educated estimate. 6. The projected hourly rate is the minimum amount paid. just as we are using the minimum amount of a Postmasters salary and not the top end. 7. The official record has the community roster recorded as signed. The postal official holding the community meeting made note of the roster and asked that it be signed. After a recount of the names there were lines where husbands and wives signed for both the recount reveals 110 people. This has been corrected in the original record.

16. **Concern (Unfavorable):**
Customers felt inclement weather and poor road conditions might impede delivery.

Response:

Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

17. **Concern (Unfavorable):**
Customers were concerned about having to travel to another Post Office for service.

Response:

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Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

19. **Concern (Unfavorable):**
Customers were concerned about obtaining accountable mail and large parcels.

Response:

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS. If there is inclement weather and you are unable to pick up the accountable mail, call the Maxie postmaster and explain the situation, the postmaster will hold your accountable mail at the post office.

20. **Concern (Unfavorable):**
Customers were concerned about obtaining services from the carrier.

Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for

the carrier to pick up. Most orders are processed overnight and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

21. **Concern (Unfavorable):**
Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Maxie postmaster for more information.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. **Concern (No Opinion):**
Customer expressed a concern about the loss of the community bulletin board at the Post Office.
Response:
Many retail outlets, community centers and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Maxie Post Office may have a public bulletin board which may be used to post the same information.
2. **Concern (No Opinion):**
Customers expressed concern for loss of community identity.
Response:
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
3. **Concern (No Opinion):**
Customers were concerned about the loss of a gathering place and an information center.
Response:
Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in the community.
4. **Concern (No Opinion):**
Customers were concerned about the loss of a gathering place and an information center.
Response:
Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
5. **Concern (Unfavorable):**
Customers expressed concern for loss of community identity.
Response:
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
6. **Concern (Unfavorable):**
Customers felt the Post Office should remain open since they paid taxes.
Response:
The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
7. **Concern (Unfavorable):**
Customers were concerned about growth in the community.
Response:
The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
8. **Concern (Unfavorable):**
Customers were concerned about the loss of a gathering place and an information center.
Response:
Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Date of Posting: 06/01/2011

Posting Round Date:

Date of Removal: 08/02/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE BREAKS, VA POST OFFICE
AND ESTABLISH
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE
(REVISED)

DOCKET NUMBER 1355731 - 24607

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Breaks, VA Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Maxie Post Office, located eight miles away.

The postmaster position became vacant when the postmaster retired on August 31, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Workload and revenue has declined with the dwindling number of customers and a minimal number of daily retail transactions. The Postal Service feels continued operations of the Breaks post office may not be warranted and that Highway Contract route delivery within the community will provide a maximum degree of regular and effective service.

The Breaks Post Office, an EAS-11 level, provides service from 8:00 to 12:00 - 12:30 to 16:15 Monday - Friday , 09:30 to 11:00 Saturday and lobby hours of 24 Hours on Monday - Friday and 24 hours on Saturday to 208 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 17 transaction(s) accounting for 16 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by highway contract route service. Office receipts for the last 3 years were: \$25,975 (68 revenue units) in FY 2008; \$21,464 (56 revenue units) in FY 2009; and \$16,221 (42 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 06, 2011, representatives from the Postal Service were available at Breaks Community Center to answer questions and provide information to customers. 110 customer(s) attended the meeting.

On March 18, 2011, 230 questionnaires were distributed to delivery customers of the Breaks Post Office. Questionnaires were also available over the counter for retail customers at the Breaks Post Office. 58 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 8 favorable, 20 unfavorable, and 30 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Maxie Post Office, an EAS-13 level office. Window service hours at the Maxie Post Office are from 08:30 to 12:30 - 13:30 to 16:30, Monday through Friday, and 08:30 to 11:30 on Saturday. There are 222 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer expressed a concern about leaving money in the mailbox.

Response: A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Breaks Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
2. **Concern:** Customer expressed a concern about package delivery and pickup.

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
3. **Concern:** Customer was concerned about paying for money orders with a debit card.

Response: Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day. Unfortunately, carriers do not have the capability of processing a debit card.
4. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to another Post Office to pick up their mail.

Response:

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

5. **Concern:**

Customers were concerned about being able to take care of their postal needs at one place.

Response:

Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

6. **Concern:**

Customers were concerned about having to travel to another post office for service.

Response:

The carrier will deliver your mail to your roadside mailbox. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

7. **Concern:**

Customers were concerned about leaving their mail in the roadside mailbox while they were on vacation.

Response:

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

8. **Concern:**

Customers were concerned about mail security.

- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
9. **Concern:** Customers were concerned about senior citizens.
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Maxie Postmaster for more information.
10. **Concern:** No Concern.
- Response:**
11. **Concern:** No Concern.
- Response:**
12. **Concern:** Customer expressed a concern about mailbox vandalism.
- Response:** This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Mailbox owners can help prevent the vandalism or destruction of their mailboxes by obtaining Postal Service Label 33, Warning: Penalty for Damage to Mailboxes and Theft of Mail, from the Postal Inspection Service. The label can be affixed to a mailbox and warns of the penalties for willful damage to mailboxes and theft of mail. In addition, the Postal Inspection Service advises a customer who discovers someone tampering with a personal or neighbor's mailbox to obtain a description of the culprit and his or her vehicle, including license plate number, and to immediately report the information to the local police or sheriff's department.
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- Response:** With a roadside mailbox, customers may pick up their mail when it is convenient for them. Customer's do not have to wait by the mailbox for their carrier.
16. **Concern:** Customer wrote a letter asking for clarification on certain parts of the official documents.

Response:

The customer r letter will be entered into the official record along with the response. In response to Item #1 - The Postal Service had instituted a hiring freeze and was not promoting from within during the timeframe your postmaster retired. The lapse in time between the retirement and the discontinuance study was caused by declining mail volumes, workload and revenues. In late 2010 the Postal Service asked each District to conduct office reviews on all vacant offices. I am also including an updated signed copy of the authority to conduct an investigation. 2. Google maps lists the distance from Breaks to Maxie VA as 8 miles. 3. Item #9 was automatically signed with my email address when the document was completed. I have added my signature for the official record. 4. Your concern about the 125 parcels not being placed in the non-revenue services is noted. A memo to the record will be added stating the discrepancy and the new information included. Daily transactions raised from 16.6 to 26.6 and the Average daily retail workload in minutes rose from 16.3 to 28.2. 5. The permit mailer is noted. 208 po box vs 175 HCR boxes added, there are customers that will not want to be added to the HCR route and will travel to their nearest post office to receive post office box service. 175 boxes is estimated, the actual boxes will not be known until this study has proceeded further on. Then the actual cost of the HCR route will be known, for now it is an educated estimate. 6. The projected hourly rate is the minimum amount paid, just as we are using the minimum amount of a Postmasters salary and not the top end. 7. The official record has the community roster recorded as signed. The postal official holding the community meeting made note of the roster and asked that it be signed. After a recount of the names there were lines where husbands and wives signed for both the recount reveals 110 people. This has been corrected in the original record.

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18. **Concern:**

Customers expressed concern over the dependability of rural route service.

Response:

Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

19. **Concern:**

Customers felt inclement weather and poor road conditions might impede delivery.

Response:

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21. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

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The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

22. **Concern:** Customers felt the cost of postage was increasing while service was decreasing.
- Response:** The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
23. **Concern:** Customers questioned the economic savings of the proposed discontinuance stating that the post office was more than just dollars and cents.
- Response:** Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. Economic savings is only one factor the Postal Service considers when proposing to close a post office. Consideration is also given to the effect on the community served, the effect on postal needs and the effect on employees.
24. **Concern:** Customers wanted to know what they need to do to save the Breaks Post Office.

Response:

Customers are provided ample opportunity to express their concerns to the Postal Service regarding the effect on the community and the effect on its service needs. A community meeting is held, questionnaires are mailed to customers for input, a proposal is posted for a 60 day period wherein comments are reviewed and a final determination is posted for 30 days that gives customers the opportunity to appeal any decision to close a post office to the Postal Regulatory Commission.

25. **Concern:**

You were concerned about having to travel to another post office for service.

Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Breaks is an unincorporated community located in DICKENSON County. The community is administered politically by the Buchanan County Commission. Police protection is provided by the Buchanan County Sheriff's Department. Fire protection is provided by the Harman Fire Department. The community is comprised of retirees and seasonal tourists, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Breaks Church of Christ, Little Jossie Old Regular Baptist, Breaks Community Center, Willowbrook Country Club, Breaks Inter-State Park, Barbeque Pit, Laurel Shop, Marchetts, Ronnie Mullins Trucking, Entran Inc., Gateway Motel, David Looney Trucking, Skeens Trucking, Lockhart Trucking, Jasons Electronics, Highwall Mining and the Breaks Park Commission. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Breaks Post Office will be available at the Maxie Post Office. Government forms normally provided by the Post Office will also be available at the Maxie Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customers stated that they found it hard to believe the Postal Service was having financial difficulties and they were tired of the government's excuses. |
| Response: | The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers. |
| 2. Concern: | Customers were concerned about the loss of a gathering place and an information center. |
| Response: | Meetings may be held at the Breaks Community Center. The community center can also provide a site for residents to gather, socialize, and share information. |
| 3. Concern: | Customer expressed a concern about the loss of the community bulletin board at the Post Office. |
| Response: | Many retail outlets, community centers and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Maxie Post Office may have a public bulletin board which may be used to post the same information. |
| 4. Concern: | Customers expressed concern for loss of community identity. |

- Response:** A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
5. **Concern:** Customers felt the Post Office should remain open since they paid taxes.
- Response:** The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
6. **Concern:** Customers were concerned about growth in the community.
- Response:** The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
7. **Concern:** Customers were concerned about the loss of a gathering place and an information center.
- Response:** Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in the community.
8. **Concern:** Customers were concerned about the loss of a gathering place and an information center.
- Response:** Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
3. **Concern:** Customers expressed concern for loss of community identity stating the Breaks Post Office is the hub of the community.
- Response:** A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Breaks Post Office name and ZIP Code.
4. **Concern:** Customers stated that Breaks is one of two interstate parks in the United States and should have a post office.
- Response:** The fact that Breaks is one of two interstate parks in the United States has no bearing on its requirements for a post office. HCR delivery will provide the community with regular and effective postal services.
5. **Concern:** Customers were concerned about an abandoned building left in the community.
- Response:** The Breaks Post Office building is owned and maintained by the Postal Service. The building is in good condition and attempts will be made to sell the facility.
6. **Concern:** Customers were concerned about growth in the community; stating a new bridge and road were going to be constructed in the Breaks, VA area.
- Response:** The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
7. **Concern:** Customers were concerned about loss of employment in the community.
- Response:** The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

8. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Meetings may be held at the Breaks Community Center. The community center can also provide a site for residents to gather, socialize, and share information.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on August 31, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 31,516 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	+ \$ 0
Total Annual Costs	\$ 44,279
Less Annual Cost of Replacement Service	- \$ 12,763
Total Annual Savings	<u>\$ 31,516</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Breaks, VA Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Maxie Post Office, located eight miles away.

The postmaster retired on August 31, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by highway contract route service.

The Breaks Post Office provided delivery and retail service to 208 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 17. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$31,516 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Breaks Post Office and Maxie Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



CHARLES GRIFFITH
Manager, Post Office Operations

06/01/2011
Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 07/26/2011
2. Post Office Name BREAKS		3. State and ZIP + 4 Code VA, 24607-9998		
4. District, Customer Service APPALACHIAN PFC	5. Area, Customer Service EASTERN	6. County DICKENSON	7. Congressional District 9th	
8. Reason for Proposal to Discontinue Workload and revenue has declined with the dwindling number of customers and a minimal number of daily retail transactions. The Postal Service feels continued operations of the Breaks post office may not be warranted and that Highway Contract route delivery within the community will provide a maximum degree of regular and effective service.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service
11. Staffing		12. Hours of Service		
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 08/31/2009		a. Time M-F 8:00 to 12:00 - 12:30 to 16:15 Sat 09:30 to 11:00 Total Window Hours Per Week		
b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career		a. Lobby Time M-F 24 Hours Sat 24 Hours 40.25		
c. Current PM POSITION Level (150) EAS-11		Downgraded from EAS-11		
d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0				
e. No of Others- 0 No of Career- 0 No of Non-Career- 0				
13. Number of Customers Served		14. Daily Volume (Pieces)		
a. General Delivery	0	Types of Mail	Received	Dispatched
b. P.O. Box	208	a. First-Class	269	86
c. City Delivery	0	b. Newspaper	114	0
d. Rural Delivery	0	c. Parcel	11	4
e. Highway Contract Route Box	0	d. Other	38	1
f. Total	208	e. Total	432	91
g. No. Receiving Duplicate Service	0	f. No. of Postage Meters		0
h. Average No. Daily Transactions	16.60	g. No. of Permits		0
Finances a. FY		Receipts	b. EAS Step 1 PM Basic Salary (no Cola)	c. PM Fringe Benefits (33.5% of b.)
2008		\$ 25,975	\$ 33168	\$11,111
2009		\$ 21,464		
2010		\$ 16,221		
16a. Quarters				
<input checked="" type="checkbox"/> Postal Owned <input type="checkbox"/> Leased (if Leased, Expiration Date) 01/01/1900 Annual Lease \$ 0				
30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by)				
Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
16b. Explain:				
17. Schools, Churches and Organization in Service Area: No: 4 Breaks Church of Christ, Little Jossie Old Regular Baptist, Breaks Community Center, Willowbrook Country Club		19. Administrative/Emanating Office (Proposed): Name MAXIE EAS Level 13 Miles Away 8.0 Window Service Hours: M-F 13:30 to 16:30 SAT 08:30 to 11:30 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 222		
18. Businesses in Service Area: No: 13 Breaks Inter-State Park, Barbeque Pit, Laurel Shop, Marchetts, Ronnie Mullins Trucking, Entran Inc., Gateway Motel, David Looney Trucking, Skeens Trucking, Lockhart Trucking, Jasons Electronics, Highwall Mining and the Breaks Park Commission		20. Nearest Post Office (if different from above): Name MAXIE EAS Level 13 Miles Away 8.0 Window Service Hours: M-F 13:30 to 16:30 SAT 08:30 to 11:30 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 222		
21. Prepared by				
Printed Name and Title PAUL BRADSHAW		Signature PAUL BRADSHAW		Telephone No. AC () (304) 561-1251
PO Discontinuance Coordinator Name PAUL BRADSHAW		Location CHARLESTON, WV		

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 07/26/2011																								
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a. General Delivery 0 b. P.O. Box 208 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 208 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 16.60		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr><td>a. First-Class</td><td>269</td><td>86</td></tr> <tr><td>b. Newspaper</td><td>114</td><td>0</td></tr> <tr><td>c. Parcel</td><td>11</td><td>4</td></tr> <tr><td>d. Other</td><td>38</td><td>1</td></tr> <tr><td>e. Total</td><td>432</td><td>91</td></tr> <tr><td>f. No. of Postage Meters</td><td></td><td>0</td></tr> <tr><td>g. No. of Permits</td><td></td><td>0</td></tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	269	86	b. Newspaper	114	0	c. Parcel	11	4	d. Other	38	1	e. Total	432	91	f. No. of Postage Meters		0	g. No. of Permits		0
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PO Discontinuance Coordinator Name PAUL BRADSHAW		Telephone No. AC () (304) 561-1251		Location CHARLESTON, WV																								



08/09/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
BREAKS
Docket Number 1355731 - 24607

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in cursive script that reads "Darryl K. Myers".

DARRYL MYERS
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: BREAKS, VA, 24607-9998
EAS Level: 11
District: APPALACHIAN PFC
County: DICKENSON
Congressional District: 9th
Proposal: ☒ Close ☐ Consolidate
Reason For Proposed: retired
Alternate Service Proposed: Highway Contract Route Service
Customers Affected:
Post Office Box: 208
General Delivery: 0
Rural Route: 0
Highway Contract Route (HCR): 0
City Route: 0
Intermediate Rural: 0
Intermediate HCR: 0
Total number of customers: 208

Date	Action
	Office suspended, Reason suspended:
	Suspension notice sent to Headquarters.
08/31/2009	Postmaster vacancy occurred, Reason: retired
	OIC: Career: 0 Noncareer: 0 Other Employees: 0
12/21/2010	District manager authorization to study.
	Questionnaires sent to customers. Number sent: 230 Number Returned: 58
03/18/2011	Analysis: Favorable 8 Unfavorable 20 No Opinion 30
	Petition received, Number of signatures: 0
	Concerns expressed:
	Congressional inquiry received: No
	Concerns expressed:
08/09/2011	Proposal and checklist sent to district for review.
05/23/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
08/09/2011	Proposal and invitation for comments posted and round-dated.
08/09/2011	Proposal and invitation for comments removed and round-dated.
	Comment Analysis:
	Favorable 0 Unfavorable 11 No Opinion 6 17
None	Premature PRC appeal received.
	Concerns expressed:
07/26/2011	Updated PS Form 4920 completed (if necessary).
08/09/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal:
	Affirmed: Remanded: USPS Withdrawn:
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: Effective date:

Review Coordinator/person most familiar with the case:

PAUL BRADSHAW	(304) 561-1251
Name/Title	Telephone Number
PAUL BRADSHAW	(304) 561-1251
District Post Office Review Coordinator	Telephone Number



08/19/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Breaks Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Paul Bradshaw, Post Office Review Coordinator, at (304) 561-1251 or Charles Griffith Manager Post Office Operations.

A handwritten signature in cursive script that reads "Darryl K. Myers".

DARRYL MYERS
DISTRICT MANAGER
PO BOX 59992
CHARLESTON, WV 25350-9992

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4C/P1355731.pdf>)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, EASTERN Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the BREAKS was received by 08/23/2011.
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and** **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.



09/02/2011

OFFICER-IN-CHARGE/POSTMASTER
Breaks Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Breaks Post Office Final Determination
Docket No. 1355731 - 24607

Please post in the lobby the enclosed final determination to close the Breaks Post Office. The final determination must be posted in a prominent place from 09/02/2011 through close of business on 10/04/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 10/05/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Paul Bradshaw".

PAUL BRADSHAW
POST OFFICE REVIEW COORDINATOR
PO BOX 59992
CHARLESTON, WV 25350-9992

Date of Posting: 09/02/2011

Date of Removal: 10/04/2011

FINAL DETERMINATION TO CLOSE
THE BREAKS, VA POST OFFICE
AND ESTABLISH
SERVICE BY COMMUNITY POST OFFICE

DOCKET NUMBER 1355731 - 24607

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Breaks, VA Post Office and provide delivery and retail services by community post office under the administrative responsibility of the Maxie Post Office, located eight miles away.

The postmaster position became vacant when the postmaster retired on August 31, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Workload and revenue has declined with the dwindling number of customers and a minimal number of daily retail transactions. The Postal Service feels continued operations of the Breaks post office may not be warranted and that Highway Contract route delivery within the community will provide a maximum degree of regular and effective service.

The Breaks Post Office, an EAS-11 level, provides service from 8:00 to 12:00 - 12:30 to 16:15 Monday - Friday , 09:30 to 11:00 Saturday and lobby hours of 24 Hours on Monday - Friday and 24 hours on Saturday to 208 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 17 transaction(s) accounting for 16 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by community post office. Office receipts for the last 3 years were: \$25,975 (68 revenue units) in FY 2008; \$21,464 (56 revenue units) in FY 2009; and \$16,221 (42 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 06, 2011, representatives from the Postal Service were available at Breaks Community Center to answer questions and provide information to customers. 110 customer(s) attended the meeting.

On March 18, 2011, 230 questionnaires were distributed to delivery customers of the Breaks Post Office. Questionnaires were also available over the counter for retail customers at the Breaks Post Office. 58 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 8 favorable, 20 unfavorable, and 30 expressed no opinion.

When this final determination is implemented, delivery and retail services will be provided by the Maxie Post Office, an EAS-13 level office. Window service hours at the Maxie Post Office are from 08:30 to 12:30 - 13:30 to 16:30, Monday through Friday, and 08:30 to 11:30 on Saturday. There are 222 post office boxes available.

The proposal to close the Breaks Post Office was posted with an invitation for comment at the Breaks Post Office and Maxie Post Office from June 01, 2011 to August 02, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer expressed a concern about leaving money in the mailbox.
Response: A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the Breaks Post Office area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
2. **Concern:** Customer expressed a concern about package delivery and pickup.
Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
3. **Concern:** Customer was concerned about paying for money orders with a debit card.
Response: Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day. Unfortunately, carriers do not have the capability of processing a debit card.

4. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to another Post Office to pick up their mail.

Response: Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

5. **Concern:** Customers were concerned about being able to take care of their postal needs at one place.

Response: Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

6. **Concern:** Customers were concerned about having to travel to another post office for service.

Response: The carrier will deliver your mail to your roadside mailbox. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

7. **Concern:** Customers were concerned about leaving their mail in the roadside mailbox while they were on vacation.

Response: Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

8. **Concern:** Customers were concerned about mail security.

- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
9. **Concern:** Customers were concerned about senior citizens.
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Maxie Postmaster for more information.
10. **Concern:** No Concern.
- Response:**
11. **Concern:** No Concern.
- Response:**
12. **Concern:** Customer expressed a concern about mailbox vandalism.
- Response:** This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Mailbox owners can help prevent the vandalism or destruction of their mailboxes by obtaining Postal Service Label 33, Warning: Penalty for Damage to Mailboxes and Theft of Mail, from the Postal Inspection Service. The label can be affixed to a mailbox and warns of the penalties for willful damage to mailboxes and theft of mail. In addition, the Postal Inspection Service advises a customer who discovers someone tampering with a personal or neighbor's mailbox to obtain a description of the culprit and his or her vehicle, including license plate number, and to immediately report the information to the local police or sheriff's department.
13. **Concern:** Customer expressed a concern about mailbox vandalism.
- Response:** This is a problem that is experienced in many communities. Customers may install a heavier gauge metal box or brick veneer a mail box to make it resistant to vandalism. Mailbox owners can help prevent the vandalism or destruction of their mailboxes by obtaining Postal Service Label 33, Warning: Penalty for Damage to Mailboxes and Theft of Mail, from the Postal Inspection Service. The label can be affixed to a mailbox and warns of the penalties for willful damage to mailboxes and theft of mail. In addition, the Postal Inspection Service advises a customer who discovers someone tampering with a personal or neighbor's mailbox to obtain a description of the culprit and his or her vehicle, including license plate number, and to immediately report the information to the local police or sheriff's department.
14. **Concern:** Customer had suggestions to share.
- Response:** The letter you sent will become part of the official record and will be reviewed by the Manager of Postal Office Operations for your area, the District Manager and a Postal Service Headquarters representative. All suggestions will be taken under advisement.
15. **Concern:** Customer was concerned with waiting by mailbox to retrieve mail.
- Response:** With a roadside mailbox, customers may pick up their mail when it is convenient for them. Customer's do not have to wait by the mailbox for their carrier.
16. **Concern:** Customer wrote a letter asking for clarification on certain parts of the official documents.

Response:

The customer r letter will be entered into the official record along with the response. In response to Item #1 - The Postal Service had instituted a hiring freeze and was not promoting from within during the timeframe your postmaster retired. The lapse in time between the retirement and the discontinuance study was caused by declining mail volumes, workload and revenues. In late 2010 the Postal Service asked each District to conduct office reviews on all vacant offices. I am also including an updated signed copy of the authority to conduct an investigation. 2. Google maps lists the distance from Breaks to Maxie VA as 8 miles. 3. Item #9 was automatically signed with my email address when the document was completed. I have added my signature for the official record. 4. Your concern about the 125 parcels not being placed in the non-revenue services is noted. A memo to the record will be added stating the discrepancy and the new information included. Daily transactions raised from 16.6 to 26.6 and the Average daily retail workload in minutes rose from 16.3 to 28.2. 5. The permit mailer is noted. 208 po box vs 175 HCR boxes added, there are customers that will not want to be added to the HCR route and will travel to their nearest post office to receive post office box service. 175 boxes is estimated, the actual boxes will not be known until this study has proceeded further on. Then the actual cost of the HCR route will be known, for now it is an educated estimate. 6. The projected hourly rate is the minimum amount paid, just as we are using the minimum amount of a Postmasters salary and not the top end. 7. The official record has the community roster recorded as signed. The postal official holding the community meeting made note of the roster and asked that it be signed. After a recount of the names there were lines where husbands and wives signed for both the recount reveals 110 people. This has been corrected in the original record.

17. **Concern:**

Customers asked why their Post Office was being discontinued while others were retained.

Response:

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

18. **Concern:**

Customers expressed concern over the dependability of rural route service.

Response:

Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

19. **Concern:**

Customers felt inclement weather and poor road conditions might impede delivery.

Response:

Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

20. **Concern:**

Customers were concerned about obtaining accountable mail and large parcels.

Response:

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS. If there is inclement weather and you are unable to pick up the accountable mail, call the Maxie postmaster and explain the situation, the postmaster will hold your accountable mail at the post office.

21. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.
- PURCHASING STAMPS BY MAIL**
The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.
- PURCHASING POSTAL MONEY ORDERS**
Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.
- SPECIAL SERVICES**
Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.
- HOLDING MAIL**
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.
22. **Concern:** Customers felt the cost of postage was increasing while service was decreasing.
- Response:** The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
23. **Concern:** Customers questioned the economic savings of the proposed discontinuance stating that the post office was more than just dollars and cents.
- Response:** Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. Economic savings is only one factor the Postal Service considers when proposing to close a post office. Consideration is also given to the effect on the community served, the effect on postal needs and the effect on employees.
24. **Concern:** Customers wanted to know what they need to do to save the Breaks Post Office.

Response:

Customers are provided ample opportunity to express their concerns to the Postal Service regarding the effect on the community and the effect on its service needs. A community meeting is held, questionnaires are mailed to customers for input, a proposal is posted for a 60 day period wherein comments are reviewed and a final determination is posted for 30 days that gives customers the opportunity to appeal any decision to close a post office to the Postal Regulatory Commission.

25. **Concern:**

You were concerned about having to travel to another post office for service.

Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBU's can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Breaks is an unincorporated community located in DICKENSON County. The community is administered politically by the Buchanan County Commission. Police protection is provided by the Buchanan County Sheriff's Department. Fire protection is provided by the Harman Fire Department. The community is comprised of retirees and seasonal tourists and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Breaks Church of Christ, Little Jossie Old Regular Baptist, Breaks Community Center, Willowbrook Country Club, Breaks Inter-State Park, Barbeque Pit, Laurel Shop, Marchetts, Ronnie Mullins Trucking, Entran Inc., Gateway Motel, David Looney Trucking, Skeens Trucking, Lockhart Trucking, Jasons Electronics, Highwall Mining and the Breaks Park Commission. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Breaks Post Office will be available at the Maxie Post Office. Government forms normally provided by the Post Office will also be available at the Maxie Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:**

Customers stated that they found it hard to believe the Postal Service was having financial difficulties and they were tired of the government's excuses.

Response:

The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

2. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

	Response:	Meetings may be held at the Breaks Community Center. The community center can also provide a site for residents to gather, socialize, and share information.
3.	Concern:	Customer expressed a concern about the loss of the community bulletin board at the Post Office.
	Response:	Many retail outlets, community centers and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Maxie Post Office may have a public bulletin board which may be used to post the same information.
4.	Concern:	Customers expressed concern for loss of community identity.
	Response:	A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
5.	Concern:	Customers felt the Post Office should remain open since they paid taxes.
	Response:	The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
6.	Concern:	Customers were concerned about growth in the community.
	Response:	The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
7.	Concern:	Customers were concerned about the loss of a gathering place and an information center.
	Response:	Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in the community.
8.	Concern:	Customers were concerned about the loss of a gathering place and an information center.
	Response:	Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
9.	Concern:	Customers expressed concern for loss of community identity stating the Breaks Post Office is the hub of the community.
	Response:	A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Breaks Post Office name and ZIP Code.
10.	Concern:	Customers stated that Breaks is one of two interstate parks in the United States and should have a post office.
	Response:	The fact that Breaks is one of two interstate parks in the United States has no bearing on its requirements for a post office. HCR delivery will provide the community with regular and effective postal services.
11.	Concern:	Customers were concerned about an abandoned building left in the community.
	Response:	The Breaks Post Office building is owned and maintained by the Postal Service. The building is in good condition and attempts will be made to sell the facility.

12. **Concern:** Customers were concerned about growth in the community; stating a new bridge and road were going to be constructed in the Breaks, VA area.
- Response:** The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
13. **Concern:** Customers were concerned about loss of employment in the community
- Response:** The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
14. **Concern:** Customers were concerned about the loss of a gathering place and an information center.
- Response:** Meetings may be held at the Breaks Community Center. The community center can also provide a site for residents to gather, socialize, and share information.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on August 31, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 31,516 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 0</u>
Total Annual Costs	\$ 44,279
Less Annual Cost of Replacement Service	<u>- \$ 12,763</u>
Total Annual Savings	<u>\$ 31,516</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Breaks, VA Post Office and provide delivery and retail services by community post office under the administrative responsibility of the Maxie Post Office, located eight miles away.

The postmaster retired on August 31, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by community post office.

The Breaks Post Office provided delivery and retail service to 208 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 17. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$31,516 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Breaks Post Office and Maxie Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Breaks Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Breaks Post Office and Maxie Post Office during normal office hours.



08/30/2011

Dean J Granholm
Vice President of Delivery and Post Office Operations

Date